Eric Stilan

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CAREER SUMMARY

UI/UX Designer / Product Architect / Visual Craftsman / Cultural Catalyst

An enthusiastic and detail-oriented UI/UX designer with 8+ years of crafting visually appealing, user-friendly interfaces for international consumer and enterprise applications across mobile, web, and hardware platforms. An influential product designer and leader who enhances cross-functional team dynamics by fostering connections, introducing improved design tools, and refining processes to facilitate more effective collaboration and innovation. Serving as a cultural catalyst, creating a supportive, inclusive, and enjoyable team environment where individuals can grow and thrive.

RELEVANT EXPERIENCE

Collaborated with cross-functional teams to understand complex ideas and business goals to ensure we solved the right problem for the right user. Skilled in leading collaborative brainstorming and design sessions with designers, engineers, and stakeholders to improve project focus and generate innovative solutions.

Produced high-quality UX deliverables for web, mobile, and hardware, including wireframes, flow diagrams, storyboards, mockups, prototypes, and final assets. Established and maintained a design system for 2 product lines to ensure consistency and accessibility.

Led global user research, creating user personas, experience maps, and conducting research plans, interviews, and usability tests to collect research data and metrics to shape design decisions and improve user experience.

Worked with engineering teams and QA testers, ensuring designs aligned with roadmap requirements, user workflows, PDR specifications, and UX / HCI best practices, including WCAG standards.

Partnered with marketing and documentation teams to deliver effective, on-brand design solutions for diverse user needs.

AREAS OF EXPERTISE

Figma	Miro	Accessibility	After Effects
Adobe XD	InVision	Photoshop	Jira / Confluence
Sketch	Design systems	Illustrator	Agile development

PROFESSIONAL EXPERIENCE

ChargePoint
Senior UI/UX Design Lead   3 years

- Worked hands-on, defining critical user journeys and building effective user-based flows aligned with PM requirements, roadmaps, and company vision. Conducted user research, including surveys, interviews, and card sorting activities, to align software strategy with user needs.

- Architected an enterprise design system from the ground up, defining a design language and component library with tight development integration. Improved sprint alignment and early milestone delivery with UX-specific Jira tasks and tiered project reporting.

- Built strong visualizations to inform and define projects and user journeys, expanding the understanding of concepts to larger audiences outside project spaces for buy-in and support.

- Designed critical projects featuring innovation and data visualization for user-centered vehicle in-dash and watch platforms, including partnerships with Google, Apple, and Mercedes-Benz.

Principle Visual UI/UX Designer   3 years

- Redesigned hardware UI to address user feedback and technical issues, ensuring successful, frustration-free charging sessions and happier drivers and partners. Decreased support calls by 20% and improved social media postings.

- Developed Installer application to meet auto partner requirements for hardware installation, reducing installer calls and installation errors by 60% while increasing customer satisfaction.

Senior Lead Visual Designer / UI Designer   3 years

- Redesigned mobile iOS and Android apps, improving interaction design and upgrading a 1-star rating to a high of 4.7, increasing downloads to over 2 million, and becoming a leader of the EV charging navigation app category.

- Helped launch the home charging station experience through research, packaging, installation video, mobile app integration, user guide creation, and Amazon Alexa integrations.

Oracle
Principal Visual / UI Designer   9+ years

- Designed detailed UI screens, visuals, and icons for large enterprise cloud applications.
- Created demos and mockups for the Open World Conference and Customer Advisory Board.
- Published research paper: Icon Metaphors for Global Cultures.

EDUCATION
- BA Graphic Design, Film Animation and Directing, SUNY Purchase, White Plains, NY.
- UX/UI Workshops IDEO, Nielsen Norman Group, and other industry leaders.

PERSONAL INTERESTS
- Designing, project managing, and building an energy-efficient home.
- Urban sketcher, illustrator, and watercolorist.
- Visual design teacher at Sketchbook Skool.